

2003 ICMA Conference

Changing Role of Technology in the Delivery of Public Services

Advancements In Information Technology

Presented by **Bruce Romer**,

Chief Administrative Officer, Montgomery County, Maryland

Impact of Technology Improvements 1995 to Present

- Greater Accessibility
- Improved Efficiency
- Real-time Information
- 24/7 Transaction Capability



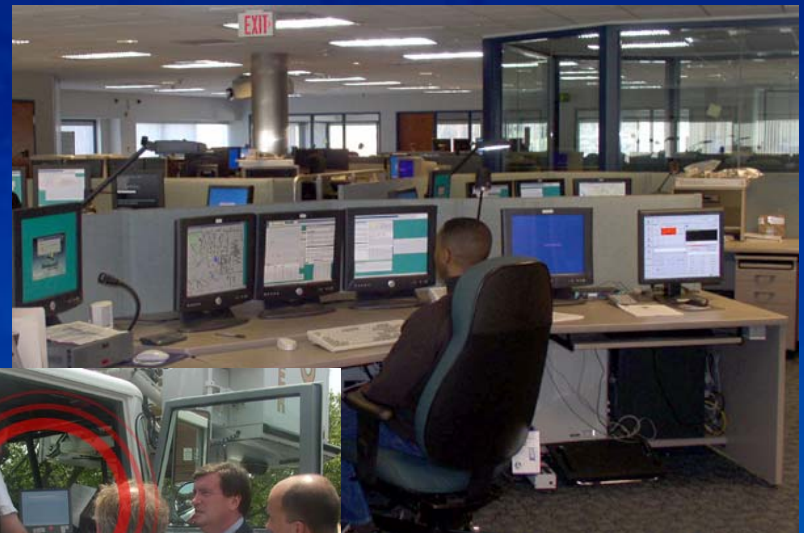
Improved Traffic Management

- 135 Traffic Video Cameras
- Real-time Traffic Information, Online or via TV



New Public Safety Communications System

- Mobile Computer Access for Field Personnel
- New Emergency Communications Center
- Shared state, federal and local databases
- Fully integrated ECC-TMC-EOC



Online Library Information and Transactions

- Online Research
- Hold and Renew Materials
- Pay Fines Online



The screenshot shows the Montgomery County Public Library (MCPL) website. The header includes the MCPL logo and navigation links for HOME, HELP, SITE MAP, and CONTACT US. Below the header, there are tabs for RESIDENTS, GOVERNMENT, and BUSINESS. The main content area is titled 'Renew Materials' and includes a 'Go Back' button, a 'Help' button, and a 'Logout' button. The text explains that users need their library card and PIN number to check their record and renew materials. It also provides instructions for adding a PIN to a library card record. At the bottom, there are input fields for 'Library Card #' and 'PIN', and buttons for 'List Charged Items' and 'Reset Query Values'.

MONTGOMERY COUNTY MARYLAND montgomerycountymd.gov

HOME HELP SITE MAP CONTACT US

SEARCH

RESIDENTS GOVERNMENT BUSINESS

MCPL

[Back to MCPL Home Page](#)

[Renew Materials](#)

[Go Back](#) [Help](#) [Logout](#)

Renew Materials

In order to Check Your Record and Renew Materials, you will need your library card and PIN number.

PINs must initially be added to your library card record by staff. If you do not have a PIN or have lost your local branch or call Telephone Reference at 240-777-0001. Please provide your library card number and phone number so that staff can update your record when they add your PIN to your record. Enter your Library Card Number.

Library Card #: or, Alternate ID:

PIN:

[List Charged Items](#) [Reset Query Values](#)

Geographic Information Systems

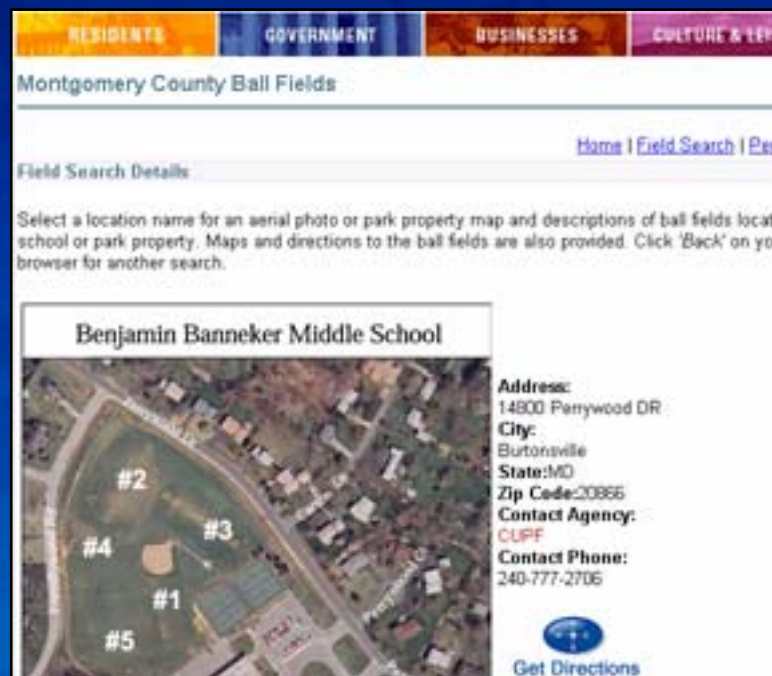
- Interactive Maps and Directions
- Search for Places of Interest
- Online Street Light Outage Reporting



The screenshot displays the Montgomery County, Maryland GIS website. The header includes the county name and logo. A navigation bar features tabs for RESIDENTS, GOVERNMENT, BUSINESSES, and CULTURE. Below this, the text reads "Montgomery County, Maryland GIS" and "Department of Technology Services - Geographic Information System". A link menu includes "About DTS-GIS", "Data", "Maps", "News & Events", "Publications", "Links", "Contacts", and "GIS". The main content area is titled "Find the Nearest Place of Interest by Address" and provides instructions: "Enter your street address information, select a Place of Interest (POI) category, specify a search radius up to 50 miles, and click the Find a Place of Interest button. A list of POI will be generated based on your search parameters. All fields in the form must be completed." The form itself is titled "Find Place of Interest by Address" and contains the following fields: "Street Address" (text input), "City" (text input), "State (Abbr.)" (text input with "MD" selected), "Zip Code (5 digits)" (text input), "Category" (dropdown menu with "Apartments" selected), and "Search Radius" (text input with "1" and a "Miles" label). A "Find a Place of Interest" button is located at the bottom of the form.

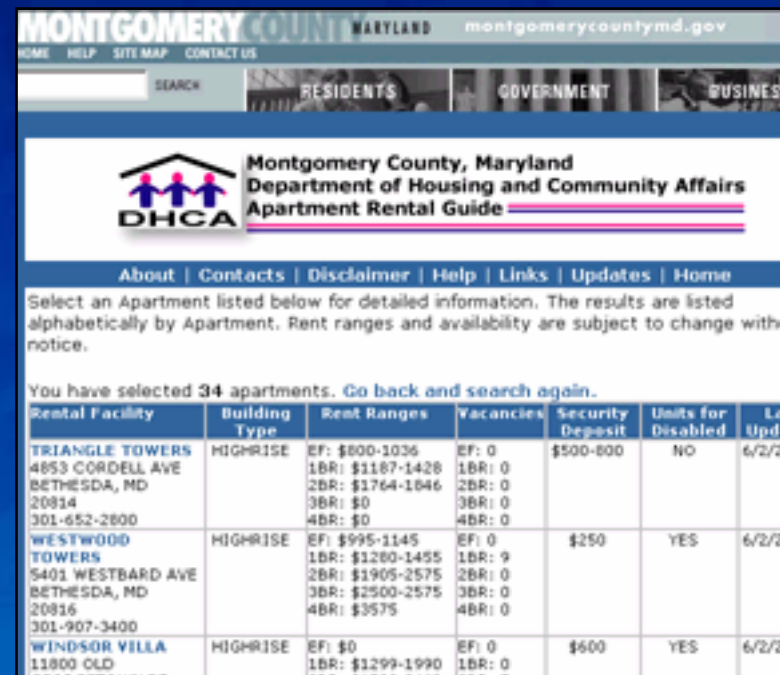
Community Use of Public Facilities

- Search, Reserve and Pay Online
- Includes Ball Fields, Library Rooms and Public Schools



Online Apartment Rental Guide

- Search for Available Apartments
- Convenient Links to Nearby Transportation, Schools and Places of Interest



MONTGOMERY COUNTY MARYLAND montgomerycountymd.gov

HOME HELP SITE MAP CONTACT US

SEARCH RESIDENTS GOVERNMENT BUSINESS

DHCA Montgomery County, Maryland Department of Housing and Community Affairs Apartment Rental Guide

About | Contacts | Disclaimer | Help | Links | Updates | Home

Select an Apartment listed below for detailed information. The results are listed alphabetically by Apartment. Rent ranges and availability are subject to change with notice.

You have selected **34** apartments. [Go back and search again.](#)

Rental Facility	Building Type	Rent Ranges	Vacancies	Security Deposit	Units for Disabled	Last Updated
TRIANGLE TOWERS 4853 CORDELL AVE BETHESDA, MD 20814 301-652-2800	HIGHRISE	EF: \$800-1036 1BR: \$1187-1428 2BR: \$1764-1846 3BR: \$0 4BR: \$0	EF: 0 1BR: 0 2BR: 0 3BR: 0 4BR: 0	\$500-800	NO	6/2/03
WESTWOOD TOWERS 5401 WESTBARD AVE BETHESDA, MD 20816 301-907-3400	HIGHRISE	EF: \$995-1145 1BR: \$1280-1455 2BR: \$1905-2575 3BR: \$2500-2575 4BR: \$3575	EF: 0 1BR: 9 2BR: 0 3BR: 0 4BR: 0	\$250	YES	6/2/03
WINDSOR VILLA 11800 OLD BETHESDA, MD 301-652-2800	HIGHRISE	EF: \$0 1BR: \$1299-1990 2BR: \$1999-2499 3BR: \$2999-3499	EF: 0 1BR: 0 2BR: 0 3BR: 0	\$600	YES	6/2/03

Job Opportunities

- Review Opportunities
- Apply Online



The screenshot shows the Montgomery County Careers website. At the top, there's a header with the Montgomery County logo and navigation links for Home, People, Life Map, and various services. Below this is a banner for 'CAREERSMONTGOMERY' with the tagline 'Explore career opportunities with Montgomery County Government. Challenge. Opportunity. Satisfaction.' A navigation bar includes links for OHR Home, Events Calendar, Resource Library, EEO & Diversity Information, Internships, and About OHR. The main section is titled 'MANAGERIAL/EXECUTIVE' and contains a table of job openings.

REQUISITION NUMBER	POSITION (CLASS TITLE)	CLOSE DATE
190	MANAGER I (Chief, Fire/Rescue Vol 5's)	Open Until Filled
232	COUNTY HEALTH OFFICER (Health Officer)	Open Until Filled
282	MANAGER II (Public Service Manager)	Open Until Filled
306	MANAGER III (Construction Contract & Project Manager)	05/11/2003
330	MANAGER III (Outpatient Addition Services)	05/01/2003
327	MANAGER III (Chief, Support Services Section)	05/01/2003

If displayed without results, there are no job openings available in this Career Field at this time. Please try another search or try again later.

At the bottom, there are links for OHR Home, Events Calendar, Resource Library, EEO & Diversity Information, Internships, and About OHR.

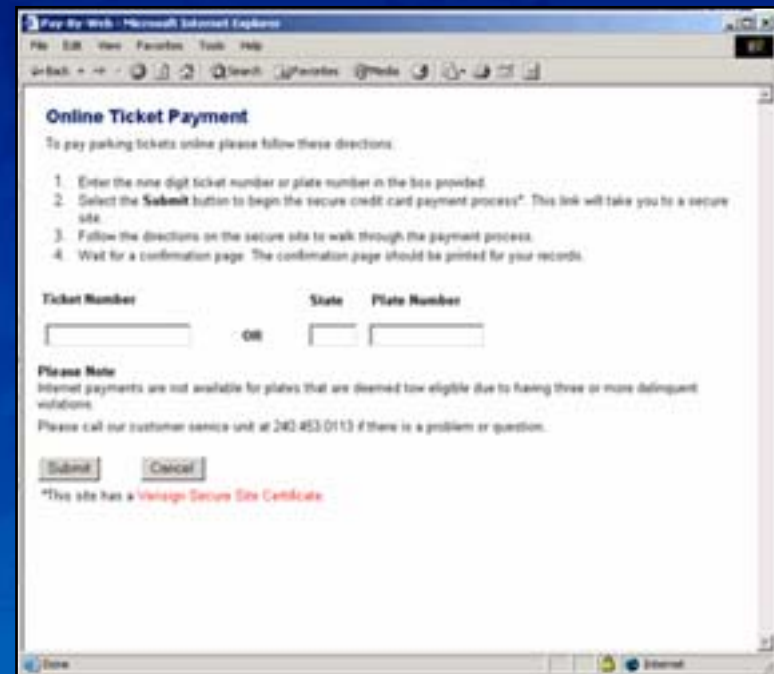
Procurement Service: RAPID

- Review, Access and Download Contract Information 24/7



Parking Violation Payment On the Web

- Fast and Convenient
Payment of Parking
Fines



The screenshot shows a web browser window titled "Pay By Web - Microsoft Internet Explorer". The page content is titled "Online Ticket Payment" and includes the following instructions:

To pay parking tickets online please follow these directions:

1. Enter the nine digit ticket number or plate number in the box provided.
2. Select the **Submit** button to begin the secure credit card payment process*. This link will take you to a secure site.
3. Follow the directions on the secure site to walk through the payment process.
4. Wait for a confirmation page. The confirmation page should be printed for your records.

Below the instructions is a form with three input fields: "Ticket Number", "State", and "Plate Number". The "Ticket Number" field is a long text box, the "State" field is a dropdown menu currently showing "OR", and the "Plate Number" field is a short text box.

Below the form is a "Please Note" section:

Please Note
Internet payments are not available for plates that are deemed too eligible due to having three or more delinquent violations.
Please call our customer service unit at 240 453 0113 if there is a problem or question.

At the bottom of the form are two buttons: "Submit" and "Cancel".

Below the buttons is a note: "*This site has a [VeriSign Secure Site Certificate](#)."

We're Committed To:

- Using Technology Where It Adds Most Value
- Enabling Our Employees To Be the Best At Serving Their Customers
- Delivering Services to Residents at Work, Home and In the Community, and
- Increasing the Productivity of Government